MARYLAND HEALTH BENEFIT EXCHANGE (EXCHANGE)
DEPARTMENT OF HUMAN RESOURCES (DHR)
DEPARTMENT OF HEALTH AND MENTAL HYGIENE (DHMH)

Affordable Care Act (ACA) Healthcare Reform Project

Exchange Board Meeting – IT Update

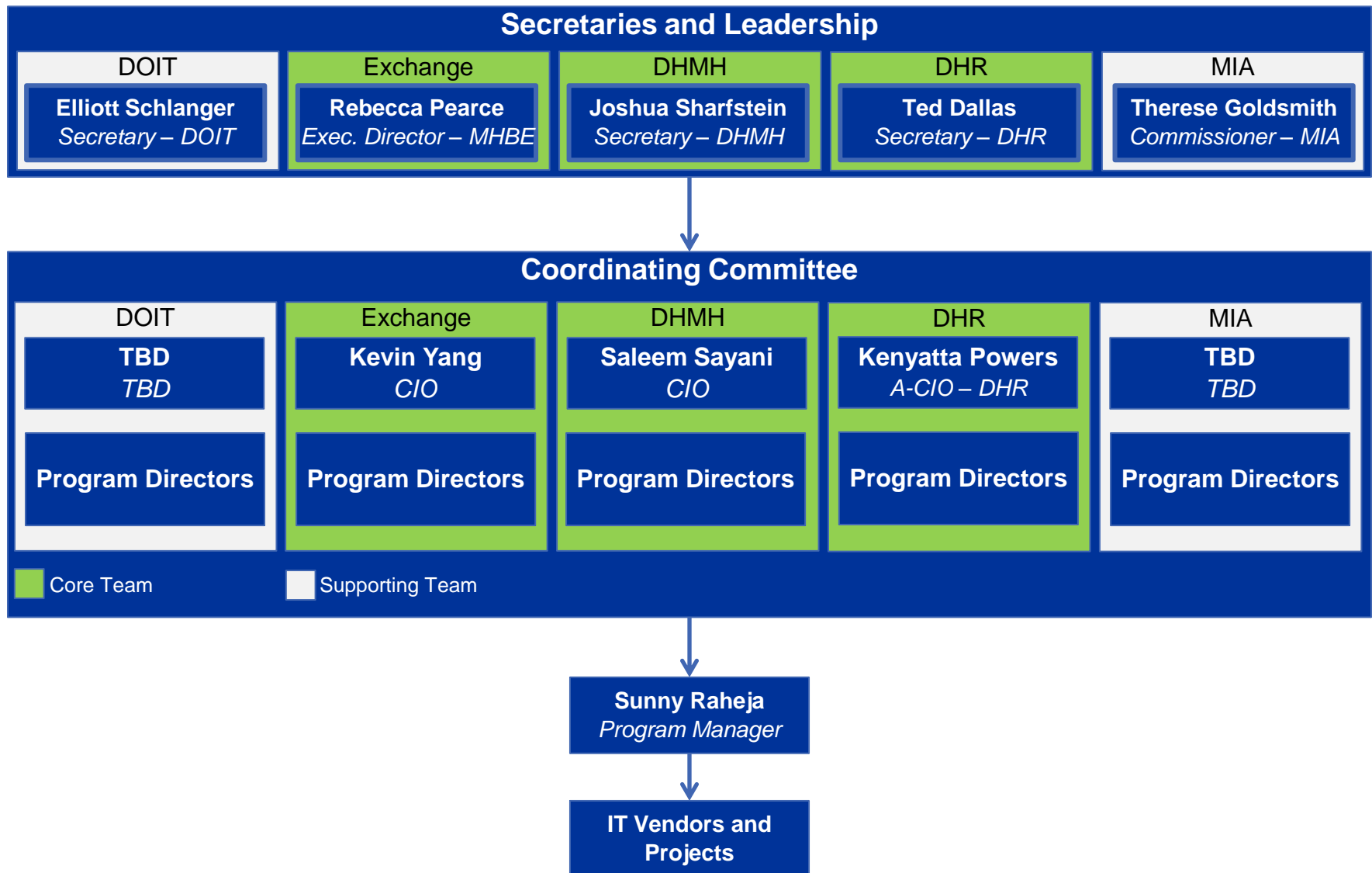*August 10, 2012*   *PMO*
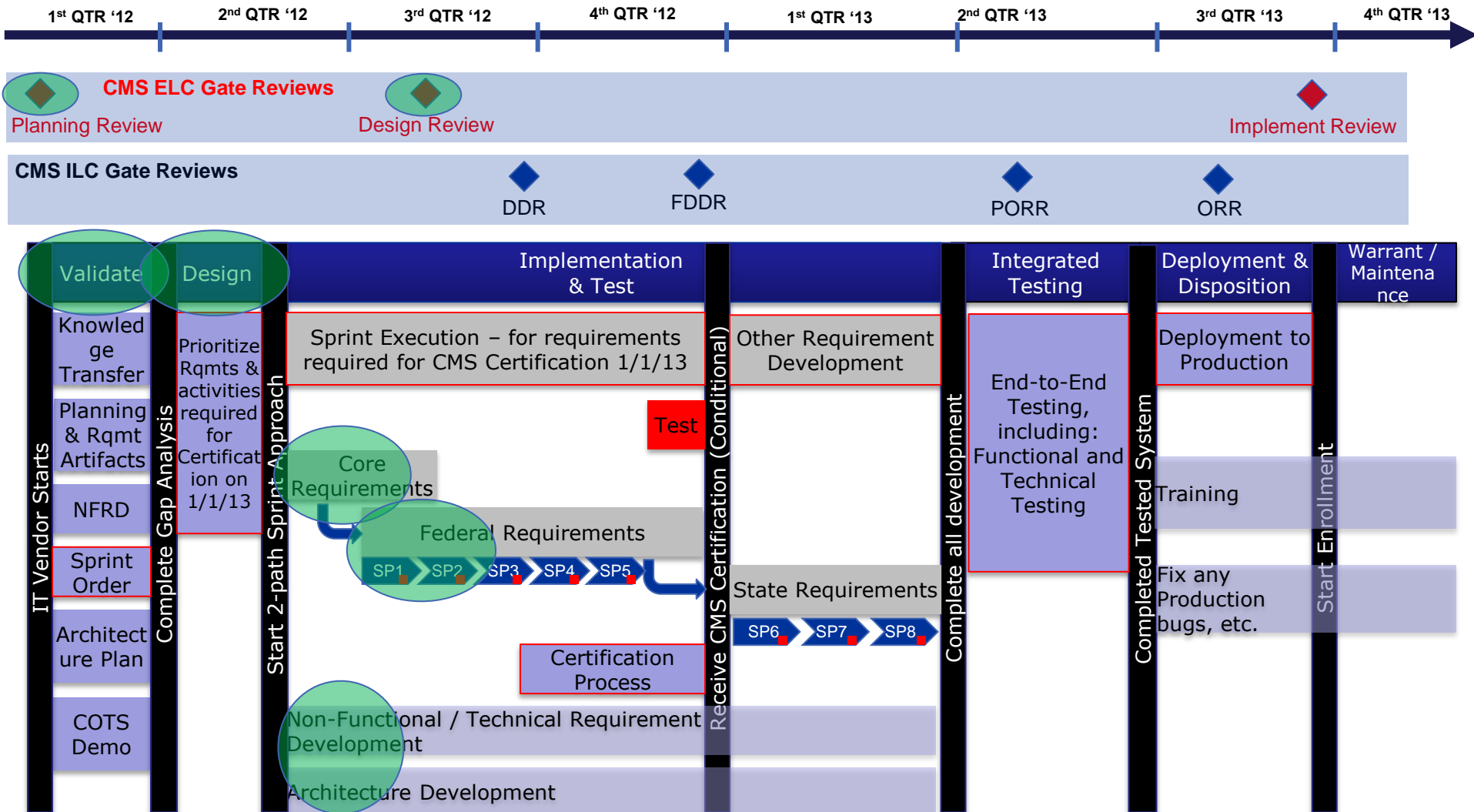
Agenda

- Established IT Governance Structure

- Sprint Stakeholder Involvement and Feedback process

- Sprint Strategy and Approach

- Testing Strategy and Approach

- HIX as the single entry portal

- Solutions Overview

- Q and A

Overall IT Governance Structure

Secretaries and Leadership

DOIT	Exchange	DHMH	DHR	MIA
Elliott Schlanger *Secretary – DOIT*	**Rebecca Pearce** *Exec. Director – MHBE*	**Joshua Sharfstein** *Secretary – DHMH*	**Ted Dallas** *Secretary – DHR*	**Therese Goldsmith** *Commissioner – MIA*

Coordinating Committee

DOIT	Exchange	DHMH	DHR	MIA
TBD *TBD*	**Kevin Yang** *CIO*	**Saleem Sayani** *CIO*	**Kenyatta Powers** *A-CIO – DHR*	**TBD** *TBD*
Program Directors	**Program Directors**	**Program Directors**	**Program Directors**	**Program Directors**

Core Team   Supporting Team

Sunny Raheja
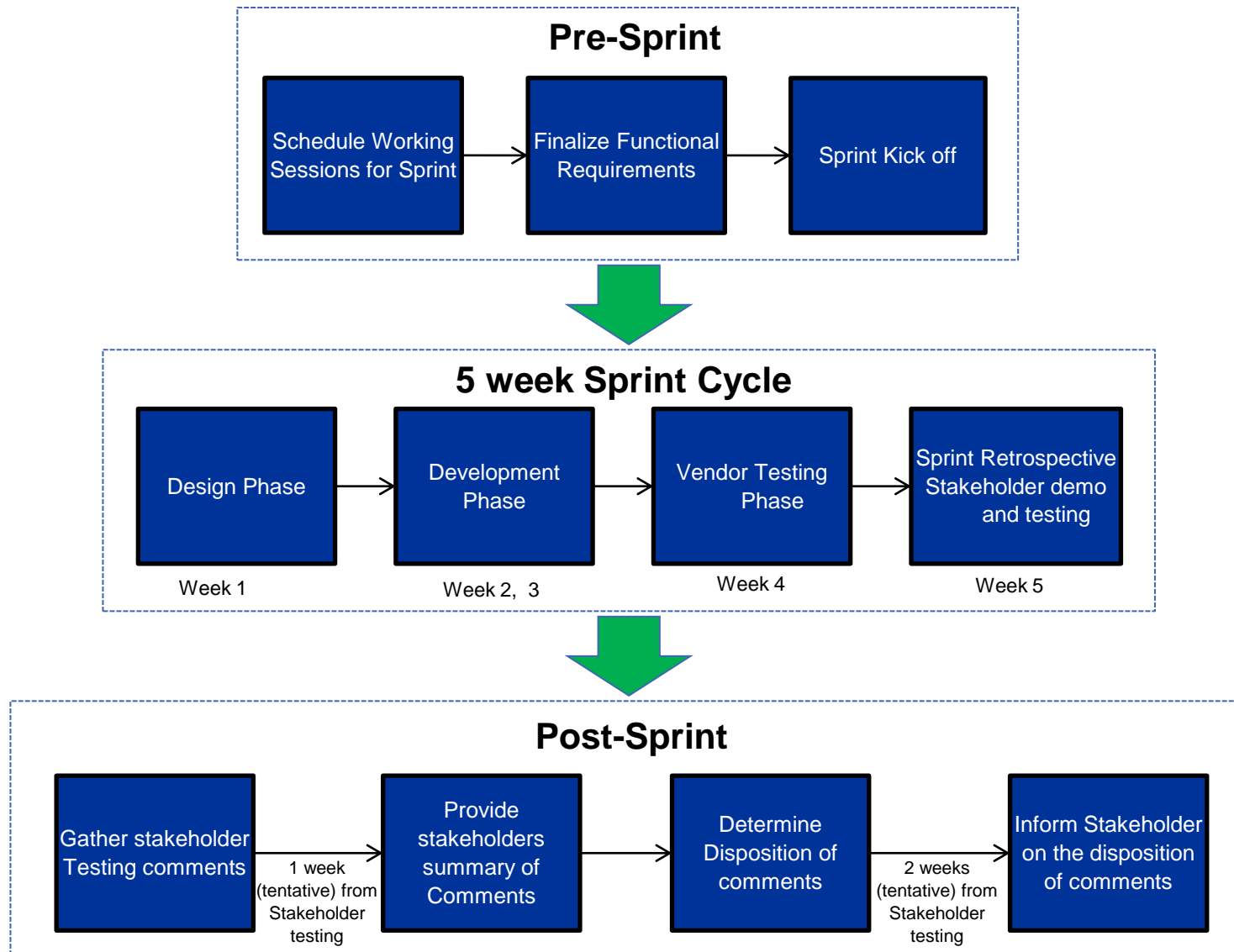*Program Manager*

IT Vendors and Projects

Project Timeline and Milestone Update

Following is illustration of the MD HIX Milestones and Timeline superimposed with bubbles on tasks / phases that have been completed until now.

1st QTR '12	2nd QTR '12	3rd QTR '12	4th QTR '12	1st QTR '13	2nd QTR '13	3rd QTR '13	4th QTR '13

CMS ELC Gate Reviews

Planning Review | Design Review | Implement Review

CMS ILC Gate Reviews

DDR | FDDR | PORR | ORR

| Validate | Design | Implementation & Test | Integrated Testing | Deployment & Disposition | Warrant / Maintenance |

Validate
- Knowledge Transfer
- Planning & Rqmt Artifacts
- NFRD
- Sprint Order
- Architecture Plan
- COTS Demo

IT Vendor Starts

Complete Gap Analysis

Design
- Prioritize Rqmts & activities required for Certification on 1/1/13

Start 2-path Sprint Approach

Sprint Execution – for requirements required for CMS Certification 1/1/13

Test

Core Requirements

Federal Requirements

SP1 → SP2 → SP3 → SP4 → SP5

Certification Process

Non-Functional / Technical Requirement Development

Architecture Development

Receive CMS Certification (Conditional)

Other Requirement Development

State Requirements

SP6 → SP7 → SP8

Complete all development

Integrated Testing

End-to-End Testing, including: Functional and Technical Testing

Completed Tested System

Deployment & Disposition

Deployment to Production

Training
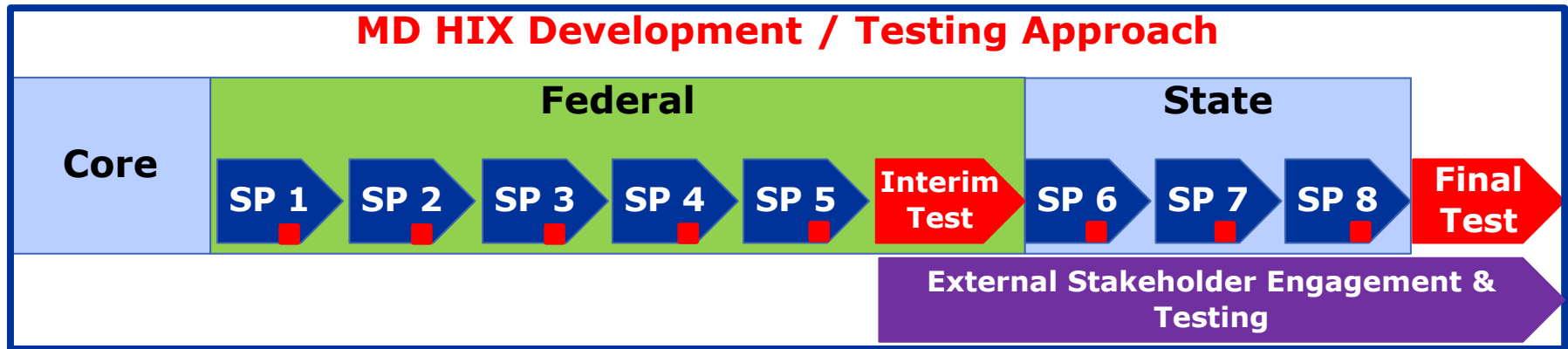
Fix any Production bugs, etc.

Start Enrollment

Key: DDR – Detail Design Review; FDDR – Final Detail Design Review; PORR – Preliminary Operational Readiness Review; ORR – Operation Readiness Review   ⬭ Complete

Sprint Stakeholder Involvement and Feedback process

Pre-Sprint

Schedule Working Sessions for Sprint → Finalize Functional Requirements → Sprint Kick off

5 week Sprint Cycle

Design Phase → Development Phase → Vendor Testing Phase → Sprint Retrospective Stakeholder demo and testing

Week 1   Week 2, 3   Week 4   Week 5

Post-Sprint

Gather stakeholder Testing comments → *1 week (tentative) from Stakeholder testing* → Provide stakeholders summary of Comments → Determine Disposition of comments → *2 weeks (tentative) from Stakeholder testing* → Inform Stakeholder on the disposition of comments

Testing Strategy / Approach

MD HIX Development / Testing Approach

Core	Federal						State			
	SP 1	SP 2	SP 3	SP 4	SP 5	Interim Test	SP 6	SP 7	SP 8	Final Test

External Stakeholder Engagement & Testing

- Development has been decomposed into three major phases:
  - <u>Core</u> – During this phase a proof-of-concept of the technology solution is developed and communication amongst COTS products and the Federal Data HUB is established
  - <u>Federal</u> – During this development phase, Federally mandated requirements and requirements associated with the CMS Certification Blueprint are addressed
  - <u>State</u> – During this development phase, MD specific requirements will be addressed

- Interim Test - External Stakeholder Engagement Kick-Off

  - At the end of "Federal" sprint development, integrated testing of the entire functionality that has been developed will be performed.

  - External Stakeholders will be introduced to the solution and will have the opportunity to participate in user acceptance testing and provide general feedback / comments.

- External stakeholders will be provided access to the "under development" solution intermittently throughout sprints 6 – 8 to conduct testing / provide feedback.

- Final Test - At end of sprint development (~2nd QTR 2013), external stakeholders will once again have access to the HIX solution to conduct integrated, end-to-end user acceptance testing.

External Stakeholder Engagement

- The Exchange will make available the HIX solution to facilitate focus group / external stakeholder discussions.
  - The Exchange will make public the dates / times of these demonstrations / testing opportunities
  - Demonstrations / testing opportunities will be hosted throughout the State to ensure the maximum amount of participants and diverse groups will have access to participate

- Feedback from these sessions will be processed through review boards and incorporated, where applicable, into the defined change management process established by the Exchange, DHMH, and DHR.

- External stakeholder groups include but are not limited to:
  - Advocacy Groups
  - Local Health Department / Department of Social Services Employees
  - Issuers
  - Community Based Organizations
  - Faith Based Groups
  - General Public

HIX as the single entry portal

This solution uses a single entry point both for Case Workers and Citizens. Citizens and Case Workers will always start their cases in the HIX. Citizens would continue in HIX whereas Case Work will work in the HIX for MAGI and CARES for Non-MAGI and Social Services

HIX	Pre-Screen and Intake for MAGI, Non-MAGI and Social Services	→	Determination and Verification	→	Enrollment

SAIL	SAIL Citizen Web Service Interface will be disabled.

CARES		Determination and Verification	→	Enrollment

Citizen	Citizen and Case Worker	Case Worker
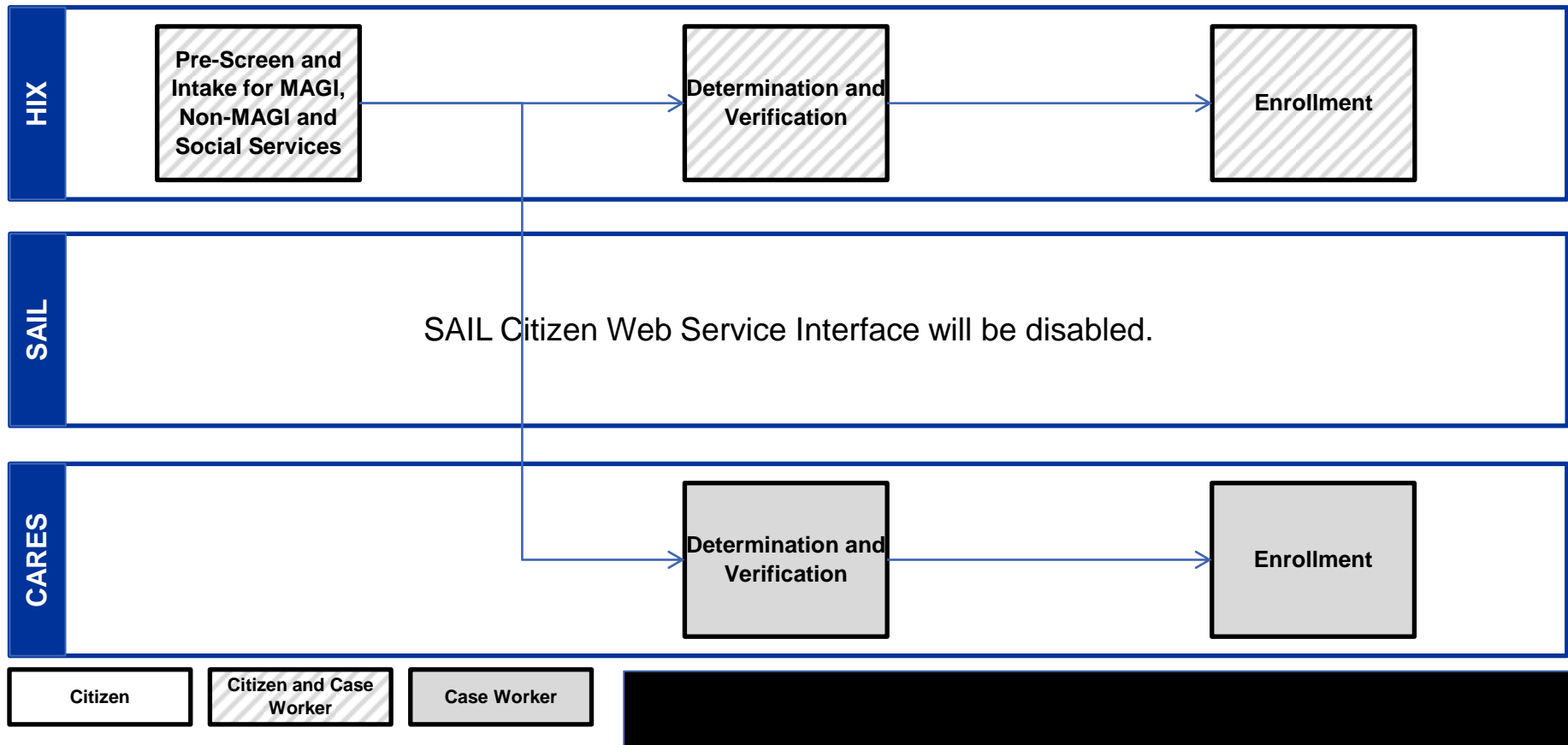
Solution Overview

Following is a potential illustration of how the MD HIX State Data Services HUB will connect to all other State systems, MMIS and CARES. Additionally, it will also be the single connection point to Federal Data HUB, which in turn also serves as single integration point to all other federal sources and legacy state sources.
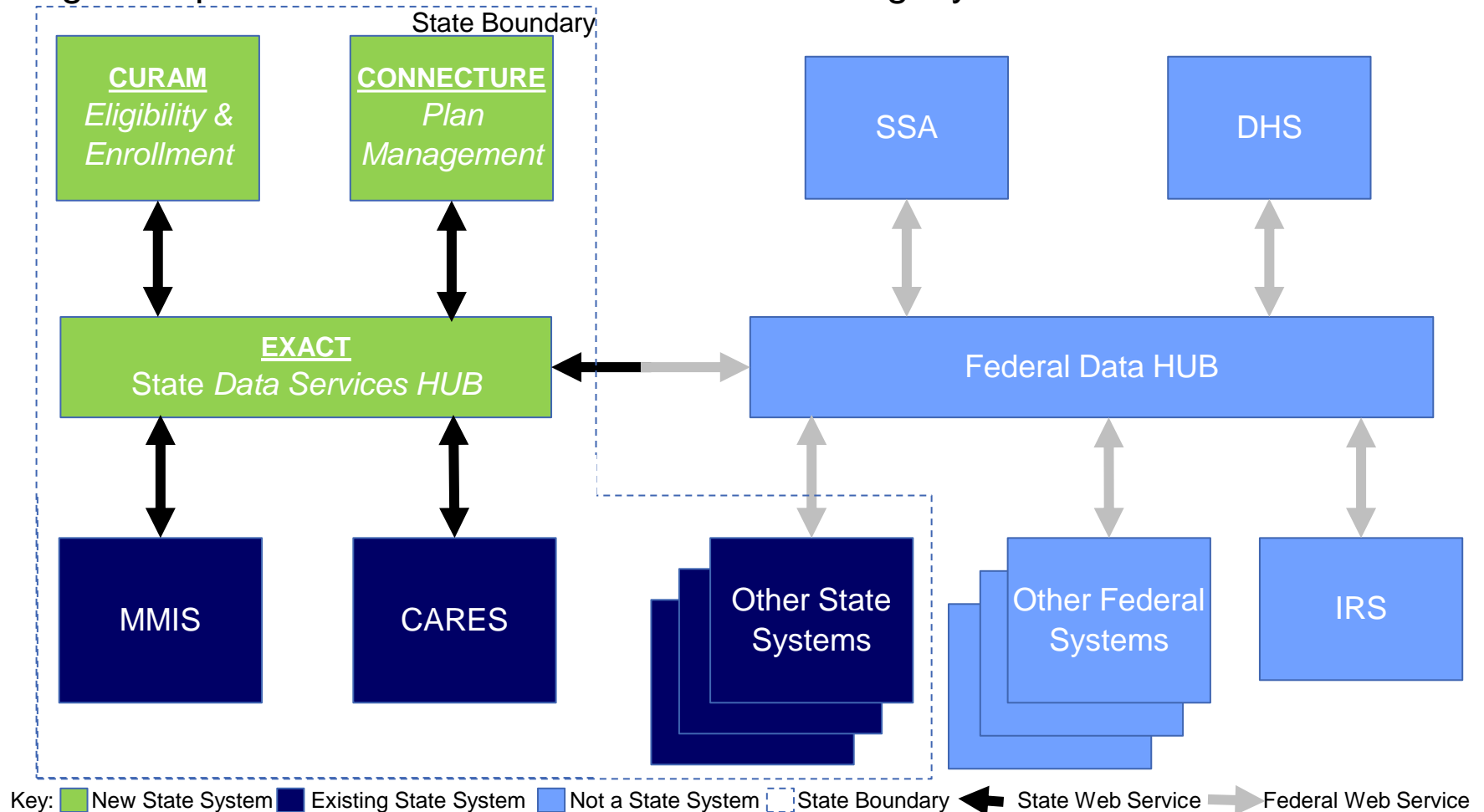
Backup

External Stakeholder Engagement &Testing

External Stakeholder Engagement & Testing

Mid-November – 2012	1ST QTR 2012	2ND QTR 2012

Available Functionality

	Mid-November – 2012	1ST QTR 2012	2ND QTR 2012
Plan Management	• QHP, MCO, Dental, Vision Plan Presentment • Plan Certification / Recertification / Decertification • Out of Pocket Cost Calculator	• Special Enrollment • Provider Search • Bill Presentment	• Integrated end-to-end solution (Completed HIX)
Eligibility & Enrollment	• Enrollment Application • APTC Eligibility • Homepage Design • Help Menu	• Navigator Login & Account Management • Open / Special Enrollment • Update Account / Manual Verification • Enrollment w/out Eligibility Determination	• Integrated end-to-end solution (Completed HIX)
Case Management	• Eligibility Verification • Federal System Integration • State System Integration • Enrollment Application	• Case redeterminations / reassessments • Case Allocation / Transfer between counties • Employer Sponsored Coverage	• Integrated end-to-end solution (Completed HIX)

Solution – Details

This solution serves as the hybrid approach to allow changes in CARES, MMIS and/;or HIX, all of which will be done by the respective vendors.

Component 1	**Front end portal is HIX.** (HIX / Testing from CARES)
Component 2	**Public Interface of SAIL disabled.** (CARES)
Component 3	**All data edits are through HIX.** (User enters data, all edits in HIX)
Component 4	**Use of common ID(s) compatible with CARES, communicated real-time, and shared between systems.** (CARES for CIS interface. HIX for HIX-side)
Component 5	**HIX to check if MMIS to see if individual is receiving benefits and will send MMIS and 8001.** (HIX)
Component 6	**If data is published and consumed via web services, then HIX and CARES will use web services.** (HIX)
Component 7	**Trickling and sprouting will stop for MAGI in CARES. If Trickling and Sprouting occurs, MMIS will ignore it.** (CARES / HIX)
Component 8	**Seven notices need to be updated (remove the Medicaid part).** (CARES)
Component 9	**CARES will modify federal reports within the timelines needed.** (CARES / HIX)
Component 10	**CARES will analyze and modify other interfaces as necessary. HIX will create interfaces as needed.** (CARES / HIX)
Component 11	**Intermediate Data Store will be needed.** (CARES / HIX)

HIX	CARES	CARES / HIX